



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
One Ashburton Place, Room 1109  
Boston, MA 02108



Department of Health & Human Services  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850

<Date>

<Member Name>

<Member Address>

<City>, <State> <ZIP>

**Your health care and prescription drug coverage in Fallon Total Care will end on September 30, 2015. You will keep your Medicare and MassHealth benefits.**

Dear <Member Name>,

### **Your Medicare and MassHealth coverage is changing.**

Fallon Total Care has decided to leave the One Care program. This means that Fallon Total Care will close its One Care plan after **September 30, 2015**. You should have already received a letter from Fallon Total Care letting you know about this change.

You can choose a different health care plan or be automatically enrolled in the MassHealth and Original Medicare fee-for-service programs for your health care. No matter what choice you make, you will still have MassHealth and Medicare health care benefits, including prescription drug coverage.

### **What are my health care plan and prescription drug coverage choices?**

You can choose how you want to get your health care and prescription drug coverage.

#### **1. You can get Original Medicare and MassHealth through fee-for-service.**

If you don't choose another health care plan, you will be automatically enrolled in the MassHealth and Original Medicare fee-for-service programs for your health care. Your new fee-for-service coverage would start on October 1, 2015. Fee-for-service means that instead of MassHealth and Medicare paying a health plan to provide a set of services, MassHealth and Medicare will pay your different providers directly each time you get a specific service.

You don't need to do anything to get Original Medicare and MassHealth benefits through fee-for-service. This is probably the way you were getting your services before you enrolled with Fallon Total Care.

You'll use your red, white, and blue Medicare card and your MassHealth card again to get services. If you need a new Medicare card, please call 1-800-MEDICARE (phone: 1-800-633-4227) or TTY: 1-800-486-2048. If you need a new MassHealth card, please contact MassHealth Customer Service Center at: 1-800-841-2900 or TTY: 1-800-497-4648. If you choose this option, you will receive a separate mailing with your new prescription ID card.

If you choose to get your MassHealth and Medicare benefits through fee-for-service, you can also choose a Medicare prescription drug plan for your medications. When you choose a new Medicare prescription drug plan, you should call that plan to find out if they cover all of your medications. If you choose to get your MassHealth and Medicare benefits through fee-for-service and you don't also pick a Medicare prescription drug plan, Medicare will automatically enroll you in Humana Insurance Company (Humana) for your Medicare prescription drug coverage. Your new prescription drug coverage would start on October 1, 2015.

To find out which Medicare prescription drug plans are in your area or to enroll in one, call 1-800-MEDICARE (phone: 1-800-633-4227) or TTY: 1-800-486-2048, 24 hours a day, 7 days a week. The calls are free.

If you choose MassHealth fee-for-service with Original Medicare or a Medicare Advantage plan and are at least 60 years of age, you may also be eligible for the Massachusetts Home Care Program. The Home Care Program may be able to help you with some of the long-term services and supports you are receiving in One Care. For more information about the Home Care Program, please visit: <http://www.mass.gov/elders/homecare/>.

## **2. You can enroll in a Medicare Advantage plan.**

You can join a Medicare Advantage plan. Medicare Advantage plans are offered by private health plans that work with Medicare to provide benefits. If you enroll in a Medicare Advantage plan, you will get your Medicare services from that plan. That plan may also cover your prescription drugs and extra coverage such as vision, hearing, or dental. To find out which Medicare Advantage plans are in your area, or to enroll in a Medicare Advantage plan, call 1-800-MEDICARE (1-800-633-4227) or TTY: 1-800-486-2048, 24 hours a day, 7 days a week. The calls are free.

If you enroll in a Medicare Advantage plan, you will get your MassHealth benefits through regular fee-for-service.

## **3. You may be able to enroll in another One Care plan.**

If you live in Worcester County, you may be able to join Tufts Health Plan–Network Health to stay in One Care. If you choose to enroll in the Tufts Health Plan–Network Health One Care plan, they will cover your Medicare and MassHealth medical and long-term support benefits, including prescription drugs. They also cover additional

behavioral health and community-based services, vision, dental services, and care coordination.

Commonwealth Care Alliance (CCA) is not accepting new One Care enrollments at this time. Their One Care plan is currently at capacity. MassHealth will provide updates on the One Care website when CCA is able to accept new enrollments again ([www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare) in the “One Care Plans” section). Please check there periodically, if you can, for updated information.

For more information about One Care, or to enroll, call the MassHealth Customer Service Center at: 1-800-841-2900 or TTY: 1-800-497-4648, Monday–Friday 8:00 a.m.–5:00 p.m. The calls are free. You can also visit the One Care website at [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare) to learn more about One Care.

**4. If you are at least 55 years of age, you may be able to enroll in a Program of All-inclusive Care for the Elderly (PACE).**

PACE covers Medicare and MassHealth benefits, including prescription drugs, in the community for members who would otherwise need care in a nursing facility. PACE will assign you an experienced team of health care and social service professionals to help create your personal care plan.

For more information about PACE and to find out if it might be an option for you, please visit: [www.mass.gov/hhs/PACE](http://www.mass.gov/hhs/PACE) or call the MassHealth Customer Service Center at phone: 1-800-885-0484 or TTY: 1-800-497-4648.

**5. If you are at least 65 years of age, you may be able to enroll in a Senior Care Options (SCO) plan.**

SCO is a comprehensive managed care program that covers Medicare and MassHealth benefits, including prescription drugs, and some additional community-based supports. For more information about SCO, including the health plans that are part of the SCO program, please visit: [www.mass.gov/hhs/sco](http://www.mass.gov/hhs/sco) or call (phone): 1-888-885-0484 or TTY: 1-800-497-4648.

**Will I be able to keep my current providers and medications?**

If you choose the MassHealth and Original Medicare fee-for-service programs, you can call the MassHealth Customer Service Center at 1-800-841-2900 or Medicare at 1-800-MEDICARE to make sure your providers are available. 1-800-MEDICARE will also be able to help you check if your current medications are available with the Humana prescription drug plan. You can also visit [Medicare.gov](http://Medicare.gov), Medicare’s official website that has tools that can help you compare prescription drug plans and answer your questions.

If you are interested in choosing any of the other options (a Medicare Advantage plan, the Tufts Health Plan-Network Health One Care plan, PACE, or a SCO plan), check

with your current providers to see if they are part of the new plan. You should also ask the new plan if your current medications will be covered. You can call the new plan directly or check online to view the plan's provider directory and prescription drug list. You can also call 1-800-MEDICARE or visit [Medicare.gov](https://www.medicare.gov) to get more information about the plan's prescription drug list.

You should tell your providers about this change in your coverage.

### **Will my services or costs change?**

Some of the additional behavioral health and community-based support services, dental and vision services, and care coordination offered through One Care may not be available through the Original Medicare and MassHealth fee-for-service programs, or through a Medicare Advantage plan.

- For MassHealth services (generally, long-term supports and services such as Adult Day Health and others), MassHealth will honor service authorizations from Fallon Total Care for at least 90 days from the date your Fallon Total Care coverage ends.
- Authorizations for certain services will be in place for 6 months from the date your Fallon Total Care coverage ends, these are: durable medical equipment (DME), oxygen and respiratory therapy equipment, renal dialysis services, and personal care attendant services (PCA).
- During your first 90 days in your new Part D prescription drug plan, Humana Insurance Company (or any other Medicare Part D prescription drug plan that you choose) will provide access to at least one 30-day supply of the Part D prescription drugs you currently take if you are taking a drug that is not on the plan's formulary (List of Covered Drugs), if the plan's rules do not let you get the amount ordered by your doctor, or if the drug requires prior approval.
- For Medicare services (generally, inpatient or hospital or doctor visits), you may need to work with your health care provider to get authorization for certain health care services.
- You may be charged copays for your medications and for other covered MassHealth and Medicare services. Copays for medications can range from \$1.00 up to \$3.65, and may apply to both over-the-counter (OTC) drugs as well as prescription medications.

For more information on copays for MassHealth services call the MassHealth Customer Service Center at: 1-800-841-2900 or TTY: 1-800-497-4648. For more information on copays for Medicare services, including prescription drugs, call 1-800-MEDICARE or TTY: 1-800-486-2048.

## Who can I call if I have questions?

- **Call Medicare.** Tell them you got a letter saying your plan will no longer be offered as of **October 1, 2015** and you want help choosing a new plan. Call 1-800-MEDICARE (phone: 1-800-633-4227) or TTY: 1-800-486-2048, 24 hours a day, 7 days a week. The calls are free. You can also **visit the web site at Medicare.gov**
- **Call the MassHealth Customer Service Center** Monday–Friday 8:00 a.m.–5:00 p.m. at phone: 1-800-841-2900 or TTY: 1-800-497-4648. The calls are free.
- **Call SHINE** (Serving the Health Insurance Needs of Everyone). SHINE counselors can work with you and your caregivers to help you understand your choices. They are trained to assist people with disabilities who have Medicare and MassHealth. To schedule an appointment with a SHINE counselor, call phone: 1-800-243-4636 or TTY: 1-800-872-0166. The calls are free.
- **Call the One Care Ombudsman Office (OCO).** If you need help comparing your health care choices, call 1-855-781-9898. The calls are free. The Ombudsman staff are available Monday-Friday 9:00am – 4:00pm.
- **Call your Fallon Total Care Navigator.** Your Navigator can help you plan for upcoming medical or dental procedures, and for equipment orders in process. Call 1-866-477-1668, 8 a.m.–8 p.m., Monday-Friday. The calls are free.

Sincerely,

MassHealth and the Centers for Medicare & Medicaid Services